

Job Description

Title: Data Compliance Officer
Directorate: Information Services
Responsible to: Data Manager
Grade: 4.1

Main purpose of the job

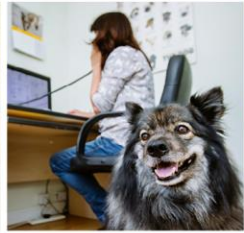
The Data Compliance Officer works as part of the Data & Insights team within Information Services and in close collaboration with the Head of Legal and Data Protection, Blue Cross Data Protection Officer (DPO).

There are four key objectives for the role of Data Compliance Officer:

- 1) To provide subject matter expertise, advice, guidance, and practical support to teams across the organisation to maintain our compliance in all aspects of; internal Blue Cross data quality standards, Direct Marketing Association code (DMA), Privacy and Electronic Communications Regulations (PECR), and Gift Aid.
- 2) To work in support of and under the guidance of the Data Protection Officer, to maintain organisation compliance with the Data Protection Act 2018, the UK General Data Protection Regulation (UK GDPR) and the Data (Use and Access) Act 2025.
- 3) To work collaboratively with teams across the organisation to understand their objectives and data compliance challenges, to help identify and develop process, data and technical improvements for the benefit of Blue Cross.
- 4) To work collaboratively within Information Services directorate to provide guidance on and contribute directly to developments, projects, incidents and problem management relating to or impacting data compliance.

Key responsibilities

- Assist the DPO in the management and response to subject access and other data rights requests within statutory timeframes, seeking continuous improvement opportunities through process refinement and automation.
- Support the investigation and response to data breaches and data protection related complaints
- To be the first point of contact for expertise, advice, guidance, and practical support in the application of DMA regulations and PECR compliance.
- Provide practical support in the application of Data Protection Act 2018 UK GDPR and the Data (Use and Access) Act 2025, under the guidance of the DPO.
- Working with internal teams to champion the effective capture and recording of Gift Aid declarations in line with HMRC requirements.
- Work with internal teams and third-party suppliers to ensure that Blue Cross data is compliant with the appropriate standards.
- Under the guidance of the DPO, facilitate the consistent and auditable application of approved permission statements to all external data capture activity.
- Review external targeted communications to ensure appropriate content for the lawful basis of processing has been provided, with ultimate approval provided by the DPO.
- Develop KPIs and reporting to monitor data quality compliance and effectiveness of controls to identify areas for improvement.
- Deliver improvements and mitigate risks identified through your work and data compliance



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- Develop and update internal data compliance guidance for colleagues and, where required, support and deliver data compliance related training internally.
- Escalate to the DPO and/or CIO any non-compliant data issues within Blue Cross.
- Keep up to date with any changes to the relevant data protection, AI, fundraising and marketing laws, regulations and guidelines.
- Support the adherence of all relevant Blue Cross information and data policies and processes.
- Collaborate and support the Information Security Analyst in implementing appropriate security controls on data which relate to compliance.
- Work across the charity to support the authoring and management of SOPs and Work Instructions which relate to Data Compliance.
- Champion and advocate for the relevance and application of data compliance requirements with the Data & Insights department and the wider Information Services directorate.
- Advise on the growing and evolving compliance implications of the usage of data in Artificial Intelligence in the charity, especially relating to accountability, accuracy, transparency, fairness, bias and discrimination.

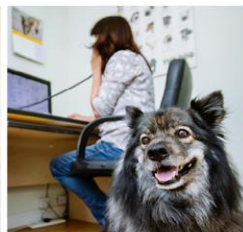
The person

You will possess considerable knowledge of data regulation and compliance, with the ability to understand complex arguments and nuances in language. You will be able to deal with multiple issues and tasks simultaneously, maintaining a calm and always considered approach.

- A resilient, energetic, and positive person, with an analytical approach and first-class communication skills, you will be expected to work under pressure and within deadlines.
- You will enjoy working with people and be experienced in leading the practical application of regulation and legislation in a marketing, communications, fundraising and income generation context.
- As a subject matter expert, you will be up to date with relevant legislation and regulation, specifically; Direct Marketing Association code (DMA) and Privacy, Electronic Communications Regulations (PECR), the Data Protection Act 2018, UK General Data Protection Regulation (UK GDPR), the Data (Use and Access) Act 2025 and Gift Aid declarations. You will be confident to communicate these obligations and responsibilities in a simple and understandable way with relevant colleagues in Blue Cross and partners.

Essential qualifications, skills, and experience

- In-depth working knowledge of Direct Marketing Association code (DMA) and Privacy and Electronic Communications Regulations (PECR)
- A good working knowledge of UK GDPR, experience in the practical application of UK GDPR principles and effective monitoring of compliance, including Subject Access Requests and Data Privacy Impact Assessments
- Excellent interpersonal skills, with the ability to explain complex issues clearly and calmly to non-experts.
- Ability to work with diverse personalities and different perspectives to find common ground and influence positive outcomes.
- Possess the confidence and integrity to highlight and escalate risks.
- Possess strong attention to detail.
- Ability to demonstrate understanding of and application of our Blue Cross values



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Desirable qualifications, skills, and experience

- Practical experience of fundraising, marketing, and income generation
- Demonstrable awareness of Gift Aid and the requirements for HMRC compliance
- Experience of working in a not-for-profit environment
- Good working knowledge and understanding of risk management.
- Experience of being part of a project team

The duties outlined in this job description are not intended to be exhaustive and may be subject to periodic review and amendment to meet the needs of Blue Cross.

Our values

Our values define the way we do things. We use them every day to guide us, and to make sure we put people and pets at the heart of everything we do.

Compassionate: We listen, we are non-judgmental, we are kind and caring to the pets and people we encounter, and we offer support in difficult times

Courageous: We make brave decisions, embrace change, and encourage innovation, ensuring we always act with integrity – doing the right thing even when no one is looking

Inclusive: We value all our relationships and work in an open and positive culture where we celebrate our diverse talents and empower you to be you